

Medical Technician: Role and Responsibilities

The foundation of civilian medical practice is the quality of medical staff personnel who assist the providers to deliver superb health care to their beneficiaries. The medical technicians who participate in the PCM teams will have completed a qualification course for a Medical Services specialist. They are knowledgeable of nursing theory and techniques, drugs and their administration, aero-medical evacuation, transporting the sick and injured, operating and maintaining therapeutic equipment, medical readiness operations, disaster team assignment, and knowledge of emergency vehicle operations. Working knowledge of personal computers with understanding of operating systems, CHCS and ADS will be important. The medical technician will be part of a team where members are recognized for their specific skills and talents. The PCM team will work in unison to enhance patient care/satisfaction through maximum involvement with their beneficiary population.

The following are only a few of the duties that the medical technicians have been involved. In the future we have designs to incorporate the Preventive Health Assessment into the Primary Care Management practice. For the staff of the PCM team, this will be a colossal challenge that they will be prepared to face with the appropriate training and teamwork.

1. Clinic Support

- ⌚ Inventory and reorder supplies needed for operational requirements; includes weekly checks of light source and paper (as needed) for instruments e.g., Oscopes, Ophthalmic scopes, Tympanograms, etc.
- ⌚ Schedule technician staff for education opportunities and PCM team conferences.
- ⌚ Ensure competency training is kept current.
- ⌚ Train technicians on current (clinic specific) procedures, research, tests and any changes in the processing of patients.
- ⌚ Maintain infection control standards in assigned patient care areas.
- ⌚ Prepare treatment rooms and exam rooms immediately for new patients, including but not limited to cleaning surfaces as needed, changing bed paper, and laying out fresh instruments.

2. Medical Evaluation of Beneficiaries

- ⌚ Administer patient health history at the time of appointment prior to seeing the provider.
- ⌚ Question patients appropriately and counsel wisely concerning high-risk health behaviors at every visit.
- ⌚ Screen patients for their PHA, noting behavioral or physical abnormalities and reporting them per protocol.
- ⌚ Actively participate in population-based health care.
- ⌚ Recognize and record patient needs for support groups and for follow-up appointments.
- ⌚ Recognize and notify team staff of patient need for case or disease management.
- ⌚ Evaluate patient status at presentation in the clinic, team with nursing personnel and provider to triage unstable acutely ill patients as needed.
- ⌚ Perform physical screenings of patients who arrive in the clinic.
- ⌚ Team with provider and case manager to participate in patient care in the exam room (work as assistant to the provider).
- ⌚ Obtain needed instruments, call for stat results, and assist in documenting for the provider per protocol.
- ⌚ Prepare the room for provider to immediately proceed with any procedure or treatment needed.
- ⌚ Render treatment to patients based on prior protocol and training e.g. Nebulizer therapy, Injections, IV placement.
- ⌚ Evaluate patient during treatment or therapy for changes in level of consciousness and/or changes in vital signs.

- ⌚ Accompany the PCM provider to tertiary care facility (in the back of the ambulance) if patient warrants a physician and is unstable.
- ⌚ Obtain or assist in the obtaining of specimens if patient is not ambulatory or if specimens must be drawn during while other therapy is in progress.
- ⌚ Effectively communicate with chain of command.
- ⌚ Chaperone patients as needed, and as requested.
- ⌚ Accompany patients to areas of higher care needed or anywhere else the patient is being sent (radiology, laboratory, etc.) as part of their treatment or if patient requires assistance.
- ⌚ **The last person to handle the patient or the records is responsible for the patient arriving safely to a new area. Responsibility for patients is not handed off at the door of the clinic.**

3. Medical Record Review

- ⌚ Check that patient follow-ups are scheduled properly.
- ⌚ Track follow-up and referral information that is not returned to the provider within a set protocol/pending specialty requested.
- ⌚ Review patient record for chronic/prevention screening needs at the time of check-in.
- ⌚ Review all prevention and chronic flow sheets, patient's results and appropriate forms are completed and filed in the proper place.

4. Answer Incoming Calls

- ⌚ Medical Technicians answer calls after initial screening done by the administrative technician per protocol.
- ⌚ Assist provider and nursing personnel to properly triage beneficiaries on the phone.

5. Medical Procedures and Treatments/Patient Education and Refreshers

- ⌚ Educate patients in the clinic area.
- ⌚ Refresher of education will be repeated per local protocol, such as for the administration of the following: Nebulizer treatments, Inhaler treatments, eye drops, proper fluid intake, blood sugar administration, Insulin administration, along with present prevention reminders e.g., sunscreen, dental appointments, brushing teeth, giving of fluoride, cholesterol checks.
- ⌚ Review of procedures and clarification of what constitutes a procedure will be done by the Medical Technician or nursing staff in the PCM clinic.
- ⌚ Retrieve missing lab and x-ray reports provider needs at the time of the visit.
- ⌚ Follow up on consult reports from outside referrals and (internal) referrals that have not been filed or recorded in CHCS—bring abnormal results to the attention of Case Manager and/or Provider per protocol.

6. Information Responsibility

- ⌚ Team with Administrative Technician to ensure ALL changes in procedure or templates are consistent with information being given to the patients.
- ⌚ Continuity Folder Responsibility.
- ⌚ Access the continuity folder to educate beneficiaries on test procedures.
- ⌚ Refer patients to the Clinic's Administrative Technician to receive information concerning specialists and clinics, hours, patient liaison responsible for how to get hold of an English speaking representative.

7. Desk responsibility

- ⌚ Cheerfully greet each patient.

- ⌚ Focus on the patient at the front desk and follow through as that patient's medical technician throughout their clinic visit.

(Note: this job description was created on 21 January 1999 and is based on civilian model for delivering more efficient health care.)